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***FedSource adds new office; provides additional service to Southeastern, DoD customers.***

Further expanding the reach of its quality services, FedSource today announced it has added a fourth office – FedSource-Beaufort. Based in South Carolina, the office will provide all FedSource services, while specializing in assisting agencies within the Department of Defense and in the Southeastern U.S.

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“The addition of a fourth location is a win-win situation for FedSource and our customers,” says Karen Blum, Chief Operating Officer of the St. Louis office. “Our customers will benefit from increased territory coverage and additional resources, while we’ll be able to share information and resources across four offices rather than three.”

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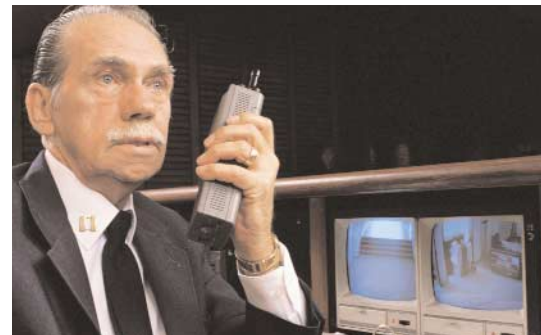
## *How safe are you? Risk assessment and safety tips.*

As the war on terrorism continues, security issues remain a top focus for federal employees. Agencies are evaluating everything from the integrity of classified materials to personal safety.

So how can agencies and their personnel recognize and handle potential terrorist activities? Following are a few top-line tips, courtesy of STG, Inc. one of the qualified vendors that provides FedSource’s new professional security and facility management services:

- Establish employee/visitor screening processes at entrance points of federal facilities.
- Provide employee security awareness classes (i.e., Threat Awareness, “What is a Terrorist?”).
- Publish threat conditions which identify the threat awareness level and what they mean to the employee.

While helpful, these tips should be just the start of an agency’s anti-terrorism efforts. For help in developing an anti-terrorism plan or for securing needed assistance to implement a plan, contact FedSource or visit [www.fedsource.gov](http://www.fedsource.gov).



FedSource’s new professional security and facility management services feature a wide variety of offerings, including:

- Security consulting (testing for weaknesses, risk assessment, and expertise in counterintelligence, anti-terrorism and infrastructure protection).
- Specialized training (such as how to recognize and avoid terrorist actions, state-of-the art highway safety, or defensive driving).
- Systems Security Operations (handling of classified and sensitive materials).
- Global Security Threat Analysis (providing results through professional consultation, lectures, written reports and Web-enabled databases).
- Computer Forensic Analysts (supporting IT functions, law enforcement or administrative misconduct applications).
- Other specialized services (such as surveillance and countersurveillance operations and detection and incident analysis).





**Jackie Coleman, Director of  
FedSource's new Beaufort office.**

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Formerly known as the South Carolina Cooperative Administrative Support Unit (CASU), the Beaufort office is directed by Jackie Coleman. Coleman is a federal civil service employee with more than 21 years of experience. Throughout her career, she has served as a management analyst and has a strong background in the Commercial Activities and Efficiency Review programs.

"We're looking forward to sharing with, and learning from, our FedSource partners," says Coleman. "By teaming up with such a successful organization, we can continue to provide federal agencies with innovative outsourcing solutions to save them even more time and money."

The FedSource-Beaufort office is located at 2201 Boundary St., Suite 312, Beaufort, South Carolina. Those interested in their services can reach them via phone (843/524-1136), fax (843/524-1689) or e-mail ([jcoleman@islc.net](mailto:jcoleman@islc.net)). For additional information on FedSource as a whole, check out the Web site at [www.fedsource.gov](http://www.fedsource.gov).

## **Effective Employee Assistance Programs at work.**

From the September 11 tragedies to the economic recession, it's safe to say that 2001 was difficult for many, particularly federal employees. But while these things have taken a toll emotionally, Employee Assistance Programs (EAPs) have helped federal employees cope.

These programs, such as those implemented by FedSource, provide a support system for employees, helping them resume their normal routine. Federal managers can use these programs to aid those employees who are experiencing problems such as substance abuse, family concerns or financial trouble that can often interfere with job performance. EAP provides tools designed to remove distractions and barriers to the performance of the staff so that while on the job all of their energy, creativity is focused on the task.

EAPs can also provide support to staff with:

- On-site counseling
- Conflict mediation
- Supplementary materials
- Customized training
- Legal or financial referrals, and
- Outreach services.

FedSource has witnessed first-hand how effective EAPs can be for federal employees. The organization, along with their partner Green Spring Health Services, currently provides assistance to more than 1,000,000 federal employees and their families, and recently, was called upon to help nine federal agencies deal with the wake of September 11.

Following are some examples of what FedSource's EAPs accomplished:



- Nine agencies and a total of almost 50,000 people received materials via e-mail, fax and mail. Of those, more than 1,000 people received direct services either through a facilitated group or one-on-one counseling on-site.
- The EAP programs helped assist approximately 100 employees of the Defense Finance and Accounting Services (DFAS) office after an Anthrax scare involving decontamination and lockdown.
- In coordination with the Federal Emergency Management Association (FEMA), EAP workers conducted pre-departure briefs for FEMA rescue and recovery teams prior to their departure to Ground Zero.
- Pre-return briefs were conducted for supervisors/management of temporary duty (TDY) rescue and recovery team members returning from Ground Zero.

There is a wide array of easy-to-implement EAPs that are available to federal managers. Customized programs can also be developed to meet an agency's particular needs. For more information, federal managers can contact one of FedSource's four offices: FedSource—St. Louis (314/539-6015), FedSource—Chicago (312/886-9358), FedSource—Seattle (206/220-6129), or FedSource—Beaufort (843/524-1136), or visit [www.fedsource.gov](http://www.fedsource.gov).